



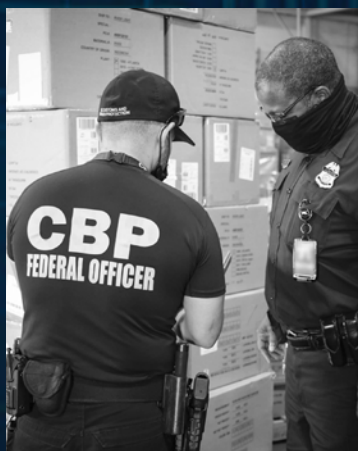
U.S. Customs and  
Border Protection

**FISCAL YEAR  
2021**

**DELIVERING SECURE AND RELIABLE  
INFORMATION TECHNOLOGY  
SERVICES AND CAPABILITIES  
AT THE SPEED OF MISSION**



**OFFICE OF INFORMATION  
AND TECHNOLOGY**



**YEAR IN  
REVIEW**





## INTRODUCTORY MESSAGE



At the end of an exceptional and unforgettable year, I am pleased to present the OIT Year in Review Report for fiscal year 2021.

As the largest information technology (IT) organization in the Department of Homeland Security (DHS), with a budget of \$1.8 billion, CBP's Office of Information and Technology plays a vital role in protecting and supporting our national security and prosperity. We are dedicated and proud to provide 24/7 year-round support, in close collaboration with our trusted partners, for the entire CBP mission.

I want to thank the exceptional CBP and OIT workforce and leadership teams. I feel fortunate to work with a skilled and devoted group of professionals. The culture we have built and the accomplishments we have realized this year are incredible. Thank you.

### **OIT: Delivering Information Technology Services at the Speed of Mission.**

The OIT Year in Review Report showcases the many milestones reached during FY 2021, organized into three notable topic areas:

#### **1. CBP OIT Support for National Historic Events**

Operating during a global pandemic, responding to and supporting Afghan evacuations as part of Operation Allies Welcome/Refuge, enabling CBP's Border Operations, and ensuring CBP cybersecurity in the face of ever-evolving threats.

#### **2. DHS CIO Support**

Working across DHS and federal partners to support DHS CIO priorities and achievements on topics including Cybersecurity, IT Infrastructure and Operations, Office 365 Expansion, Software and License Management, and Cloud Adoption.

#### **3. CBP OIT Support for the Mission**

Moving from tactical to strategic and aligning to six focus areas, OIT has achieved the best results ever while transitioning to more effective and efficient enterprise-wide service models and innovative solutions for mission success.

From the accomplishments and momentum achieved in FY 2021, OIT will continue to strategically enhance our services and mission response in FY 2022. We are prepared to thrive despite the challenges that are inevitable in our changing mission landscape. We look forward to providing you with best-in-class IT services where and when you need them as we work together to achieve mission success.

Sincerely,

Sanjeev (Sonny) Bhagowalia

Assistant Commissioner (AC), Office of Information & Technology (OIT)  
CBP Chief Information Officer (CIO)

A handwritten signature in black ink, appearing to read "S. Bhagowalia".





## CBP OIT: A DAY IN THE LIFE

- 1,700+ locations nationally
- Process 915,786 passengers, vehicles, or containers
- \$6.64 billion in imported goods
- 90,000 entries of merchandise at air, land, seaports
- \$216M in duties, taxes and other fees

DHS CIO Fiscal  
Year 21 Priorities



Zero Trust Use  
Cases



Office 365  
Expansion



TIC 3.0  
Implementation



Software License  
Management



IT Infrastructure &  
Operations



Cloud Adoption

National Historic  
Events



Operation Allies  
Refuge



Southwest  
Border Support



Cybersecurity  
Efforts



COVID-19  
Response

## CBP OIT Support

CBP's IT landscape is expansive and provides mission support across 1,744 locations nationally. OIT meets enterprise mission needs using capabilities and tools developed to modernize infrastructure, improve cybersecurity, and expand enterprise applications.



### CBP OIT FY22 STRATEGIC FOCUS AREAS



Enterprise Architecture assists in optimizing the interdependencies among CBP's mission and business operations, and the underlying IT and IRM that support them.



The expansion and enhancement of Dashboards in FY 2021 was a priority project that further streamlined access to information, enhanced transparency, and improved delivery.

## FUTURE VISION

In FY 2022, OIT will strive to deliver enterprise services and applications at the speed of mission. OIT will use the tools its developed to keep modernizing, enhancing cybersecurity, increasing network connectivity, and to support ongoing innovations to keep pace with evolving mission needs.



## HISTORICAL EVENTS

Our nation and our agency increasingly call on OIT to meet the challenges of an unpredictable and ever-changing environment. OIT support is crucial to address threats and solve problems in the digital age. The people of OIT distinguished themselves with their commitment and willingness to volunteer to overcome every obstacle the agency faced this year.

The partnership between OIT, OFO and TSA ensured a safe and orderly return of the U.S. withdrawal from Afghanistan. OIT provided 24/7 support across five U.S. airports to support processing in addition to volunteers staffing the OIT Incident Command Center. OIT support expanded **across interagency and outside agency partners** to contribute to mission success.

### Operation Allies Welcome



### Southwest Border Support

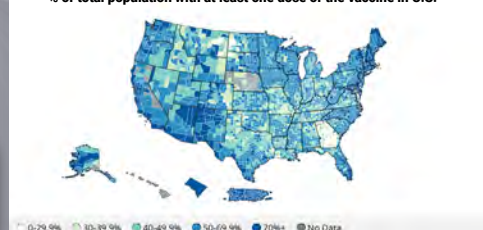


FY 2021 saw records of undocumented noncitizen encounters at the Southern Border and thousands of people admitted into the U.S. to pursue asylum. OIT developed software, deployed functionality, and **worked with government and non-government partners, such as ICE HHS, and other agencies, to ensure safe and orderly processing** of thousands of families seeking asylum in the U.S.

### COVID-19 Response

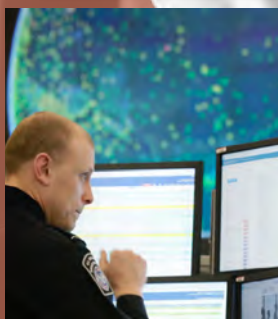
OIT continued to lead the way with partners in CBP's response to COVID. The OIT team quickly developed an integration with DHS Vaccinate Our Workforce (VOW) application to aggregate the CBP data into the **Workplace Incident Tracker (WIT) Vaccine Tracker**. OIT's response led to **early vaccination opportunities for frontline CBP staff** and resulted in a **ten-fold increase in vaccinated DHS workers** merely two months after initial production.

% of total population with at least one dose of the vaccine in U.S.



### Cybersecurity

The cyberattack against SolarWinds products impacted more than 300,000 clients globally, breaching not only U.S. government agencies, but also the U.K. Government, NATO, the EU Parliament, and others. In response, OIT isolated affected software versions and conducted thorough analysis of network traffic and affected hosts. CBP's cybersecurity controls and technical mitigations prevented compromise and shielded CBP from this attack. OIT **implemented over 300 DHS Insider Threat Operations Center supplied indicators** onto CBP's unclassified systems, **pushed out a new antivirus solution to 110,000 endpoints** in 30 days and established **CBP's first Cyber Threat Hunting program**.





**FY 2021 was a year of exceptional progress and accomplishment in the face of unprecedented challenges. CBP OIT continues to play a vital role in protecting and supporting our national security and prosperity.**

**The intent of the OIT Year in Review Report is to showcase CBP OIT accomplishments and major milestones reached during FY 2021.**

**These accomplishments align to OIT's six strategic focus areas and build on the successes of FY 2020.**

**A small subset of highlights from each focus area are included here:**



## CBP OIT'S 6 STRATEGIC FOCUS AREAS



### 1. Mission Applications

**Ensuring the right IT capabilities and data availability to meet the speed of the mission.** In FY 2021, OIT leveraged Robotic Process Automation (RPA) to save thousands of hours of effort, developed the Electronic Advanced Passenger Information System (eAPIS) adding to a vital COVID response, and advanced biometric comparison capabilities in mission critical applications including Simplified Arrival (SA) and CBP One™.



### 2. Mission Infrastructure

**A modern, reliable IT infrastructure and 24/7 year-round support services serve as the backbone for technology solutions that deliver capabilities at the speed of mission.**

In FY 2021, OIT exceeded goals by migrating 45% of CBP's application portfolio to the cloud, maintaining overall network availability of 99.7%, and providing greater bandwidth capacity, improved availability, and better resiliency.



### 3. Mission Trusted Partnerships

**CBP OIT has successfully formulated and led implementation of a Trusted Partnership Initiative (TPI) across five fronts: all CBP, DHS, other U.S. government agencies, Industry/Trade partners, and international agencies/partners/countries.** TPI worked across DHS to process 1.9M encounters on the SW Border, 83,000 Afghanistan evacuees, and coordinated with 98 countries to improve national security travel for incoming international passengers to the U.S. (60M).





## CONTINUED CBP OIT'S 6 STRATEGIC FOCUS AREAS



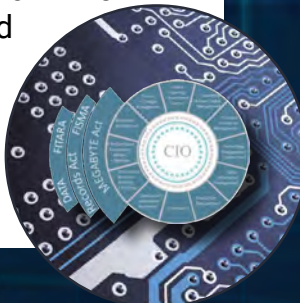
### 4. Enterprise Cybersecurity

**Responsible for enhancing CBP's cybersecurity posture by proactively managing cyber risks and providing a cost-efficient approach to cybersecurity that aligns to the evolving cyber threat environment.** In FY 2021, OIT implemented over 300 DHS Insider Threat Operations Center (ITOC) indicators onto CBP's 82,740 unclassified systems, established the Cyber Threat Hunting program, and experienced a 98% reduction in Financial Systems Audit (FSA) Notices of Findings and Recommendations.



### 5. Mission Enterprise IT Governance

**Drives enterprise-wide efficiencies, CBP and DHS strategy, and statutory compliance.** In FY 2021 the IT Executive Dashboard was deployed to aid decision-making through data transparency, access and automation. The IT Governance Council (ITGC) was also established to oversee CBP's entire enterprise Information Technology / Information Resource Management (IT/IRM) Portfolio of 73 investments, 179 Systems, 245 Projects, and 26 High Value Assets.



### 6. OIT Business Operations

**Develops our workforce to grow and work together as a team and partners with the CBP community.** OIT facilitated the relocation from 11 offices into a consolidated facility in Ashburn, Virginia, employees were recognized with ten prestigious awards, and launched four OIT workforce experience initiatives to recognize and support our people.



OIT's FY 2021 accomplishments built off foundational excellence of FY 2020 to utilize cutting edge technologies and emerging global trends to keep pace with evolving mission needs.

[Revisit the FY20 Year in Review HERE](#)



With FY 2021 squarely behind us and at the start of FY 2022, OIT is focused on building from the success of the past and moving forward strategically together with our partners.

In FY 2022, OIT's six Strategic Focus Areas continue to be at the center of OIT's path forward to providing a full range of services to the mission. We are dedicated to continued partnership and support for DHS priorities and are confident in our ability to prepare for, and overcome, historic challenges that may come our way.



OIT aims to enable front-line operators to continue to safeguard borders and process travelers and goods with modern technology and to mitigate the impact of future crisis. Information Technology (IT) and Information Resource Management (IRM) capabilities and services will:

1. Enhance scalability of enterprise application capabilities
2. Increase infrastructure resiliency and expand the reach IT of services
3. Strengthen CBP's cybersecurity posture

An enterprise delivery model highlights OIT's commitment to integration, transparency, and rapid response in FY 2022. Initial enterprise capabilities are centered on tools and best practices that can be leveraged across mission offices and include collaboration tools, common network, cloud, cybersecurity, productivity tools, and biometrics facial comparison. The challenges of FY 2021 were proof that emergent national and global events can dramatically influence our mission and trade partners. In response and preparation, OIT will further the availability and use of cutting-edge technologies in FY 2022 supporting ongoing innovation to keep pace with evolving mission needs.

The accomplishments highlighted in this report showcase CBP OIT's leadership in the federal technology space. We are committed to even further success and look forward to IT services and capabilities to authorized users anywhere, anytime, on any authorized device, securely and reliably, at the speed of mission.



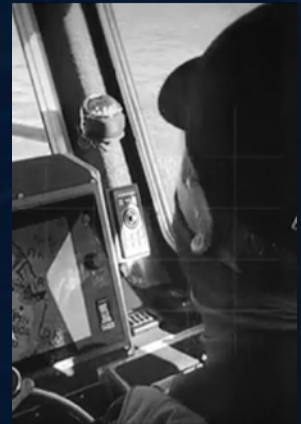
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 CBP Publication #: 1722-0422.





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## OFFICE OF INFORMATION AND TECHNOLOGY

